

## Parking Enforcement - What's involved?

**(1) Accurate signage to advise motorists of the rules.**

**(2) Highly trained staff to:**

- Follow the regulations for each site
- Apply clamps to vehicles solely in violation of the regulations laid down by you the customer
- Fill out the appropriate paperwork
- Use our customized software for tracing immobilizations
- Take date stamped digital photos as evidence

**(3) All photos' are brought back to base where they are stored as evidence**

**(4) 24/7 Irish based call centre: 0818 555 000**

We take all calls through our Dublin based call centre.

Payment can be made by credit or debit card, either by using our IVR system or by speaking to an operator.

**(5) Appeals Officer:**

A full-time appeals officer handles all appeals and will respond in writing within 21 days.

**(6) Permit Issue:**

Our in house permit team issue bar-coded/ hologrammed/ laminated permits, and maintain permit database.

**(7) Reporting:**

All of our 35 vehicles are GPS tracked so we can provide you with up to the minute activity reports.

**(8) Peace of mind:**

While we protect your parking facilities we are also fully covered by Marsh Insurance and we are happy to provide letters of indemnification for all our staff activities.

At a Glance.....

